

**District Government Agency  
Ranking Chart Telephone Tester FY04 Fourth Quarter Results  
(As Compared to the District Average)**

<i>Agency</i>	<i>Courtesy</i>	<i>Knowledge</i>	<i>Etiquette</i>	<i>Overall</i>	<i>Average</i>	<i>Pass/Fail</i>
<b>City Administrator, Office of the</b>	5.00	5.00	5.00	5.00	5.000	PASS
<b>Aging, Office on</b>	5.00	5.00	5.00	5.00	5.000	PASS
<b>Consumer and Regulatory Affairs, Department of</b>	5.00	5.00	5.00	4.93	4.983	PASS
<b>Public Safety and Justice, Office of the Deputy</b>	5.00	5.00	5.00	4.85	4.963	PASS
<b>Operations, Deputy Mayor for</b>	5.00	5.00	4.97	4.87	4.960	PASS
<b>Planning, Office of</b>	5.00	5.00	4.94	4.89	4.958	PASS
<b>Arts and Humanities, Commission on</b>	5.00	4.97	4.92	4.89	4.945	PASS
<b>Planning and Economic Development, Office of</b>	5.00	4.98	4.90	4.88	4.940	PASS
<b>Secretary, Office of the</b>	5.00	5.00	4.94	4.81	4.938	PASS
<b>Child and Family Services</b>	5.00	4.95	4.89	4.89	4.933	PASS
<b>Medical Examiner, Office of the Chief</b>	5.00	5.00	4.89	4.83	4.930	PASS
<b>Cable Television and Telecommunications, Office</b>	5.00	4.88	4.94	4.88	4.925	PASS
<b>Fire and Emergency Medical Services, Department</b>	4.99	4.93	4.90	4.88	4.925	PASS
<b>Chief Financial Officer, Office of the</b>	5.00	4.98	4.90	4.79	4.918	PASS
<b>Local Business Development, Office of</b>	5.00	5.00	4.88	4.73	4.903	PASS
<b>Mayor's Suite</b>	5.00	4.98	4.83	4.77	4.895	PASS
<b>Transportation, District Division of</b>	5.00	4.98	4.90	4.64	4.880	PASS
<b>Metropolitan Police Department</b>	5.00	4.99	4.75	4.74	4.870	PASS
<b>Chief Technology Officer, Office of the</b>	5.00	4.88	4.82	4.74	4.860	PASS
<b>Public Works Director's Office, Department of</b>	4.99	4.81	4.91	4.72	4.858	PASS
<b>Parks &amp; Recreation, Department of</b>	5.00	4.98	4.79	4.64	4.853	PASS
<b>Inspector General, Office of the</b>	5.00	4.98	4.79	4.62	4.848	PASS
<b>Property Management, Office of</b>	5.00	4.84	4.81	4.74	4.848	PASS
<b>Housing and Community Development,</b>	5.00	4.97	4.78	4.62	4.843	PASS
<b>Mayor's Call Center</b>	5.00	4.86	4.79	4.69	4.835	PASS
<b>Human Rights</b>	5.00	5.00	4.82	4.48	4.825	PASS
<b>Policy and Legislative Affairs, Office of</b>	5.00	5.00	4.73	4.48	4.803	PASS
<b>Corrections, Department of</b>	5.00	4.92	4.83	4.45	4.800	PASS
<b><i>District Average</i></b>	5.00	4.96	4.88	4.77	4.782	
<b>Chief of Staff, Office of the</b>	5.00	4.97	4.69	4.44	4.775	PASS
<b>Contracting and Procurement, Office of</b>	5.00	4.71	4.71	4.58	4.750	PASS
<b>Public Library</b>	5.00	4.75	4.86	4.39	4.750	PASS
<b>Human Services, Department of</b>	4.98	4.83	4.56	4.61	4.745	PASS
<b>Mental Health, Department of</b>	5.00	4.84	4.53	4.48	4.713	PASS
<b>Children, Youth and Families and Elders, Office of</b>	5.00	4.82	4.76	4.15	4.683	PASS
<b>Communications, Office of</b>	4.95	4.76	4.27	4.38	4.590	PASS
<b>Emergency Management Agency</b>	4.97	4.67	4.36	4.36	4.590	PASS
<b>Personnel, Office of</b>	5.00	4.93	4.20	4.16	4.573	PASS
<b>Child Support Enforcement, Office of</b>	5.00	4.97	4.66	3.62	4.563	FAIL
<b>Health, Department of</b>	5.00	5.00	4.00	4.20	4.550	PASS
<b>Tax and Revenue, Office of</b>	5.00	4.91	4.59	3.60	4.525	FAIL
<b>Employment Services, Department of</b>	5.00	4.76	4.36	3.78	4.475	FAIL
<b>Tuition Assistance Grants Program</b>	4.98	4.85	3.78	4.02	4.408	FAIL
<b>Insurance and Securities Regulation, Department of</b>	4.98	3.91	4.62	3.88	4.348	FAIL
<b>Motor Vehicles, Department of</b>	5.00	5.00	4.91	1.61	4.130	FAIL

Agencies appearing in "Bold Print" met the performance target by achieving a rating of 4 or better in each rating category during the reporting period.